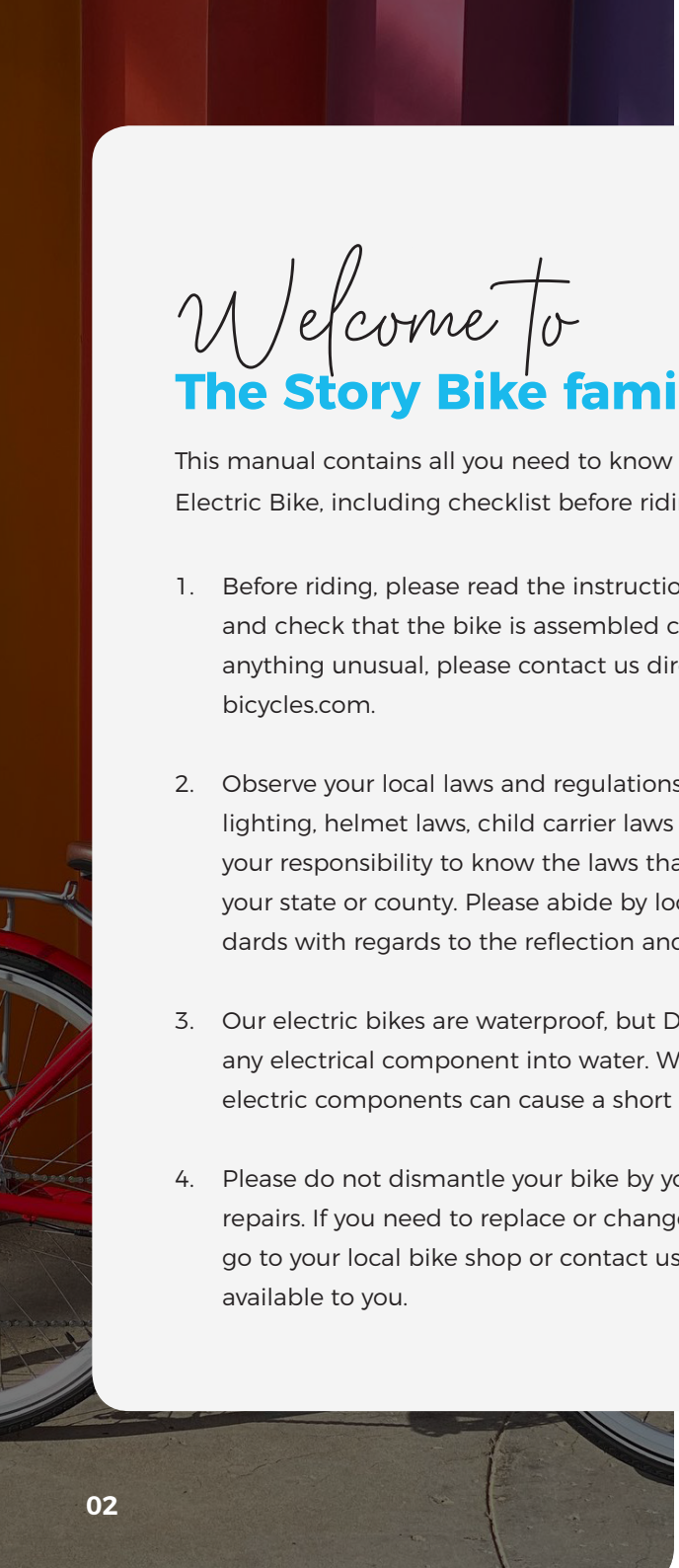
STORYBIKES

User Manual

For the Step Through and Commuter model.



Welcome to
The Story Bike family!

This manual contains all you need to know about your Story Electric Bike, including checklist before riding and maintaining it.

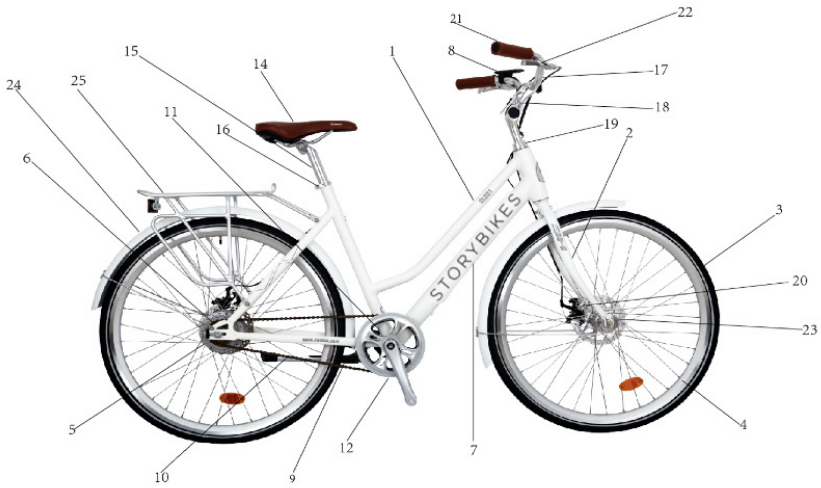
1. Before riding, please read the instruction manual carefully and check that the bike is assembled correctly. If you find anything unusual, please contact us directly at hello@story-bicycles.com.

2. Observe your local laws and regulations regarding bicycle lighting, helmet laws, child carrier laws and traffic laws. It is your responsibility to know the laws that are applicable in your state or county. Please abide by local laws and standards with regards to the reflection and lighting system.

3. Our electric bikes are waterproof, but DO NOT submerge any electrical component into water. Water entering any electric components can cause a short circuit and damage.

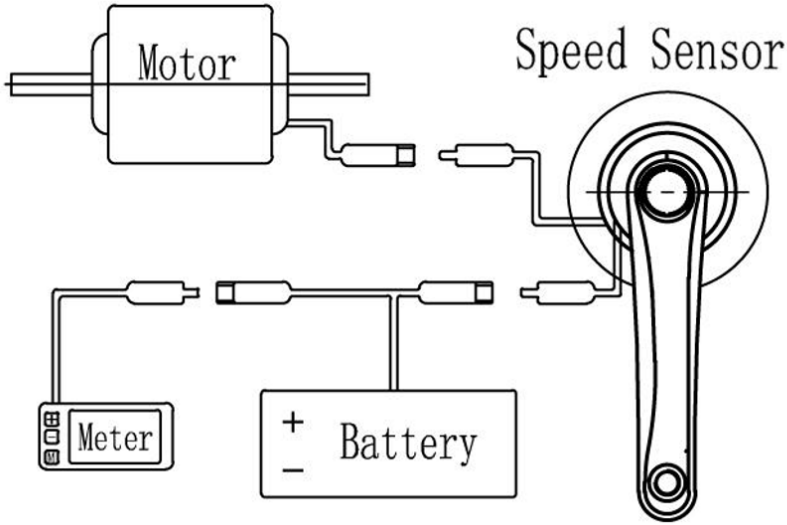
4. Please do not dismantle your bike by yourself to complete repairs. If you need to replace or change any parts, please go to your local bike shop or contact us if your parts are not available to you.

Structural Diagram



1. Frame
2. Fork
3. Tire
4. Rim
5. Motor
6. Chain wheel
7. Battery
8. Display
9. Kickstand
10. Chain
11. Sensor
12. Crank
13. Pedal
14. Saddle
15. Seat post
16. Clamp
17. Handlebar
18. Stem
19. Headset
20. Disc Brake
21. Grip
22. Brake Lever
23. Hub
24. Fender
25. Rear Carrier

Circuit Diagram



How to use your Story Bike

1. Check before riding

To ensure your safety, please check your Story Bike as followed below.

1.1 Check whether the tire pressure is pumped to the recommended pressure limit.

1.2 Check whether the brakes are operating correctly. Your bike has hydraulic disc brakes in both front and rear. Please check each brake lever for adequate pressure to contact the disc and stop.

1.4 Check the condition of handlebars, tires, cranks, pedals, saddle and other important parts. Check if all are properly installed and tightened.

1.5 Check that there's no unusual noises while riding your bike.

1.6 Adjust the seat to the appropriate height. Make sure the mini insertion line of the seat post is lined up with the seat tube correctly. When seated on the saddle and the pedal at its lowest position, you should have only a slight bend in your knee. If your knee is able to lock straight, you need to lower the seat. If you have too much of a bend in your knee, you need to raise the seat.

1.7 Please always wear a helmet.

1.8 Recommended torque rating:

- Handlebar and Stem: 4-5n.m
- Stem and Fork: 4-5n.m
- Seat and Seat post: 18-20n.m
- Seat post and Seat Tube: 18-20n.m
- Front Wheel: 20-25n.m
- Rear Wheel: 30-35n.m
- Crankset: 30-35n.m

2. How to start up your Story Bike

2.1 There are two steps to power on your Story Bike. First turn on the battery by pressing the power button located on the left side of the frame. Second, press the “M” button for 3 seconds on the LCD display. The LCD display will turn on.

2.2 We suggest charging your battery whenever you feel you need a full charge for your ride. You cannot damage the battery by charging at any battery power level, however each time you charge the battery affects the overall battery life.

2.3 Choose the assistance level using the up and down buttons on your display. The motor will assist you on your bike once you start pedaling.

2.4 There are 5 levels of assistance on the display. The motor will provide assistance in a range from 20% to 100% depending on the pedal assist level you are using.

3. Notes during riding

3.1 Frequently braking and then accelerating will deplete the battery faster.

3.4 According to the US law, the bike is regulated to a maximum speed of 20MPH.

3.5 The motor will stop giving you motor assistance once you stop pedaling.

3.6 The maximum weight capacity for our bikes is 275lbs.

4. Notes for stopping

4.1 Once you're fully stopped, to turn off the bike either press M on the display or press the power button again on the left side of the bike frame.

4.2 For your safety, please maintain and clean your e-bike regularly.

About the battery

1. How to use the battery

1.1 Charging: You'll want to park the bike where an electric outlet is available. Insert the round charging plug of the charger into the charging hole on your e-bike frame on the right side, and then link the other side into the wall outlet. When the light is red it signals the battery is charging and the light will turn green once it's done charging.

1.2 It takes about 3-5 hours to fully charge an empty battery. When the charging is finished, unplug the electrical plug first, then unplug the charging plug connected to the e-bike, in that sequence.

1.3 This is a lithium-ion battery, it has no memory effect, so you can charge or discharge anytime. In normal circumstances, the battery can be used for more than 2 years.

2. Notes for charging

2.1 Please charge the battery in a safe place

2.2 To protect the battery, only use the original charger. Please also do not use this charger to charge other e-bike batteries or this may void your warranty.

2.3 The charger contains a high-voltage circuit, do not dismantle it.

2.4 Please avoid any liquid and metal filing from falling into the charger. Please protect the charger from impact, never let it drop or let drop objects onto it.

2.5 Do not cover the charger when it is charging.

2.6 Please keep and use our charger in a dry environment.

2.7 During charging, if the charger emits any smell or it becomes excessively hot, please stop charging and send it to your dealer for in spection and repair.

About the Display

Functions

1. Battery capacity indicator
2. Choosing motor assistance level from 0 - 5
3. Speedometer
4. Odometer
5. On/Off Button

Regular maintenance and self-checking

1. Maintenance of your electric bike

1.1 Lubrication is an important part of every e-bike maintenance. Front axle, bottom bracket, cassette sprockets, chain and shift pivot of fork need scrubbing regularly and add lubrication oil according to your requirement.

1.2 Check the brake system regularly. With anything you are not sure about, contact Story Bikes or your local bike shop. The braking length would be increased when there's rain or snow.

1.3 Checking the fixing condition / screws of every important part regularly, when any parts are loose, please tighten it.

1.4 Clean your e-bike regularly.

2. Explanation for maintenance and cleaning

2.1 Washing your e-bike with a hose or high-pressure hose is not recommended because it may cause damage to electronic components and circuits. Do not rinse the electrical parts of your e-bike, use a moist cloth only.

2.2 Please use natural detergents and use a rag to clean its surface gently, finally clean the bike with a dry cloth.

2.3 Give your e-bike's metal parts a cleaning finish with lubricating oil.

3. Maintenance of battery

3.1 When your bike isn't being used consistently, you should charge it every 3 to 6 months to protect the battery. An empty battery can be quickly depleted.

Important information

1. The battery's performance can be affected by its environment. Generally speaking, the battery's performance is better in normal temperatures. The power will drop by more than 1/3 when the temperature is below 0. Thus, this ebike's riding distance per charge will become shorter in winter or cold areas. It returns to normal / optimal when the temperature is higher than 68 degrees Fahrenheit.
2. Do not put any metal objects in the charge port or battery circuit, it may cause a short circuit or start a fire.
3. Do not dismantle or change any parts without authorization of the manufacturer. Any loss caused by inappropriate use, misuse or dismantling can cause dangers to the rider where the manufacturer or dealer cannot be liable for. Also the warranty can be affected too by tampering with the bike. In general, if you think there might be any problem with your e-bike, please contact Story Bikes.
4. Speeding especially on downhill roads can be dangerous. Slamming your brakes at high speed might cause the bike to skid and lead to a road accident. Do not slam on the front brake too hard, it can cause you to fall forward over the handlebars and injury.
5. Oil in the brake pads or the rim's surface can or will put your brakes out of order / risk. This can cause danger and accidents. Please be aware and frequently check your brakes.
6. Do not hang anything on the handlebar during riding other than approved bike accessories. Please check whether the display and light are fixed to avoid failure in operation.

7. Our bikes are fit to be ridden by one person only, do not carry a passenger. You can install a child carrier.
8. To protect your battery and avoid danger, do not connect the battery's positive and negative side with one another or any conductor.
9. Adjust the brake caliper position each month or have a bike shop if you do not have experience. Change the brake pad when worn to keep the brake function operating in good condition.
10. The front wheel is fixed with the fork by a quick-release lever. Make sure the handle can be pressed tight. If not tight, unscrew the nut then press it again until the handle is tight after lock. Please regularly check the rims and spokes of the bike for damage .
11. Do not drink and ride. We recommend not riding when you're using medication or not feeling well..

After Sales Service

1. Packing list

No.	Main parts	Quantity
1	Electric bike	1
2	Manual	1
3	Charger	1

2. Warranty

2.1 If there are any problems with your e-bike, please contact Story Bikes customer service team.

3. Warranty Scope

1. Any fault caused by the condition below is not in the warranty scope:
2. Use or maintain the e-bike outside the scope of use and utilization.
3. Any damages caused by human error.
4. Using our e-bike outside of its purpose of road and light gravel rides.
5. Dismounting any parts without manufacturer's permission or guidance.
6. Using other parts not compatible with the manufacturer's original parts.
7. Damage caused by traffic accidents and other accidents.
8. Riding on an improper road.
9. Used for business rental services.
10. Natural disaster.
11. Repair of the Story Bike at the place not specified by us or not qualified dealer.
12. The quality guarantee is regarded as invalid if it is not sealed by the dealer or filled in date of purchase, frame number and battery number.
13. Riding your bike up a hill for a long period of time consistently can cause your battery and motor to overheat. We suggest turning off the motor to let it cool down if you're riding through rough and steep terrain for long periods of time. Overheating will cause the battery or motor to potentially fail.
14. In a warranty case, the manufacturer has the right to keep parts which have to be replaced in order to assess the cause of failure.

Warranty period of the main parts

Main parts	Warranty period
Frame	2 years
Fork	2 years
Transmission system	1 year
Motor	1 year
Battery	1 year
Charger	1 year
Display	1 year
Controller	1 year

A beautiful bike

WITH PURPOSE

STORYBIKES

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